

Connecting the World...



.... through a Cat-5 cable!

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Mission: To be a **F**lexible telephone service provider who communicates **U**nderstandable **M**essages to our customers as they face the challenging technical details of today's technologies. AXECOM will take **O**wnership in providing reduced costs, a **H**assle **F**ree approach, and offer an **E**asy **T**ransition into newer solutions.

How we help one customer at a time:

AXECOM Telecom provides comprehensive telephone services to small & medium businesses nationwide. We offer complete telephone solutions including phone lines, phone systems and messaging applications.

Our internet based Hosted Telephone solutions offer a tremendous amount of flexibility and cost-effective calling platforms.

We also work well with existing traditional systems, integrating them with more advanced technologies which help bridge the gap into our newer solutions while reducing the bottom line along the way.



Internet Hosted Telephone Systems: AXECOM makes it simple for businesses to operate when it comes to telecom. We have data centers that allow your telephones to operate from virtually anywhere in the world through Voice-Over-Internet Protocol (VoIP) technology. Simply plug your telephone into any broadband internet connection to see the magic happen. You will enjoy the benefits of using the new technologies while we maintain the infrastructure for you. There is no need to hire the in-house expertise; we will also serve as your IT resource.

1. How would you like to eliminate large upfront capital expenditure?

IP Phones and advanced features for one low price. There is no need to spend thousands on new equipment.

2. Do you have limited IT resources?

No need to hire more people or spend time learning the technology.

3. Are you operating across multiple locations?

You'll enjoy free unlimited calling between locations at the ease of local extension dialing.

4. Do you have a large number of mobile or off-site workers?

Your phone number follows you on your mobile phone, office phone, alternate phone, etc.

5. Are you growing quickly and need a flexible solution?

Hosted VoIP can quickly and easily scale to your needs. Flexibility without Limits!



Hosted Services Model:

Our hosted services model offers 3 uniquely bundled packages for the small business users. Our Small, Medium, and Large Office bundles may be used separately or in combination with one another to achieve a size that is most accommodating. For instance, a startup company may only require 5 phones during their first year while their second year brings the demand for an additional 10 phones. This customer would easily grow from a Small Office bundle to a combined Small & Large office bundle that totals 15 phones.

Small Office Package Bundle - \$205/month

Up to 5 phones - \$150/ea (one time purchase)
Includes unlimited 48 state calling plan
Inbound Automated Attendant/IVR routing
Inbound phone number(s) with multiple call handling
.... *plus all standard features listed below*



Medium Office Package Bundle - \$255/month

6-7 phones - \$150/ea (one time purchase)
Includes unlimited 48 state calling plan
Inbound Automated Attendant/IVR routing
Inbound phone number(s) with multiple call handling
.... *plus all standard features listed below*



Large Office Package Bundle - \$325/month

Up to 10 phones - \$150/ea (one time purchase)
Includes unlimited 48 state calling plan
Inbound Automated Attendant/IVR routing
Inbound phone number(s) with multiple call handling
.... *plus all standard features listed below*





The step-by-step process:

1. Network Assessment

You want your hosted VoIP phone service to work flawlessly, so we recommend an onsite network assessment to best determine your needs. Our technicians will check out your existing network to make sure you will be satisfied with your hosted VoIP service.



2. Design Interview

This is where the fun begins! The design interview is your chance to define your wish list and challenge our engineers with your custom call routing options that you've always wanted. You tell us how you envision your "Perfect-World" phone system should function, and we'll make your dreams of yesterday, a tomorrow's reality!

3. Choose your phone

We offer several different types of phones; however you are not "locked-in" to using our recommendations. You may choose from any open SIP compliant telephone that best fits your business needs. Some leading brands we offer are Grandstream and Polycom.



4. Setup and configure the phones

One of our Network Services specialists will configure your phone system specifically for your needs prior to the shipping of your phones. This will get your system up and running so that you may begin making calls the moment your phones arrive.

5. Drop ship phones

After the configuration is complete, we will ship your phones directly to your door. All you need to do is unpack the box and plug them into the internet.

6. Ready to go!

Your new Hosted VoIP phone service from AXECOM Telecom is now ready to use. You are now ready to begin saving money, time, and hassles. If anything should go wrong, our customer support specialists are here in the U.S. and are available 24 hours a day, seven days a week.





Voice Rate Plans

Hosted Telephone Communication Services

Call Path (phone line) - \$40/month

A Call Path allows a single inbound or outbound phone conversation with the outside world to take place. You need a Call Path for each simultaneous phone conversation to the outside world in either direction.

- Each Call Path also includes a **free** Extension/Standard and inbound number.
- Conversations between Extensions do not require a Call Path.

Inbound Phone Number - \$5/month

An Inbound Phone Number is required for the outside world to make phone calls to you. Inbound Phone Numbers are available in any US area code, but must be registered to a physical address in said area code.

Inbound Toll Free Number - \$5/month + 0.035 per minute usage.

A Call Path + Inbound Phone Number combination is commonly referred to as a *Phone Line*.

Extensions

An Extension is needed for each *internal* call destination. There are multiple types of Extensions:

Extension/Standard - \$10/month

A Standard Extension is required for each internal phone that may ring. A Standard Extension provides a phone user with **all Standard Features**, including **Voice Mail**.

Extension/Voice Mail Only - \$5/month

An Extension/Voice Mail Only is an Extension that does not ring a phone, but instead goes straight to Voice Mail.

- Voice Mail Notification feature also known as voicemail-to-email is **included**.



Extension/IVR - \$15/month

An Extension/IVR is an Extension that does not ring a phone, but instead offers the caller an Interactive Voice Response menu. After hearing a greeting, the caller may dial an extension or select options from a menu. Multi-level interactive menus may be configured.

Extension/Forwarding Only - \$2/month (requires at least 1 IVR and 2 call paths)

An Extension/Forwarding Only is an Extension or selection from an IVR that immediately rings an outside phone number.

- Extension/Forwarding Only does not include Voice Mail.

Extension/Reserved - \$0.25/month

Extension/Reserved Quantity 100 - \$15/month

You may reserve additional Extension numbers, preventing other customers from purchasing those Extensions. This is valuable when planning for your expected growth.

Package Plans

Small Office Package Bundle - \$205/month

Up to 5 phones

Includes unlimited 48 state calling plan

Unlimited Inbound Automated Attendant/IVR routing

Include telephone numbers & multiple call handling

.... plus all standard features listed below

Medium Office Package Bundle - \$255/month

6 - 7 phones

Includes unlimited 48 state calling plan

Unlimited Inbound Automated Attendant/IVR routing

Include telephone numbers & multiple call handling

.... *plus all standard features listed below*

Large Office Package Bundle - \$325/month

Up to 10 phones

Includes unlimited 48 state calling plan

Unlimited Inbound Automated Attendant/IVR routing

Include telephone numbers & multiple call handling

.... *plus all standard features listed below*

Most Popular Standard Features

Caller ID
Call Waiting
3-Way Calling
911 Dialing
Call Hunting
Call Transfer
Find Me/Follow Me
Free In Network Calling
Multi Ring/Simultaneous Ring
Call Forwarding on busy, no answer & unavailable
Call pickup
Voice Mail
Voice Mail Notification – blinking light on phone, stuttered dial tone for ATA, e-mail notify
Greetings
Detailed Call Records
Music On Hold
Time of Day Service Routing
System Configuration Changes
Dial Plans

- **Standard Features are included at no additional charge.**

Enhanced Features: additional fees may apply

Audio Conference Bridge
Video Conference (peer to peer)
Dictation Services
Inbound Call Center Agent Routing
Blacklisting (Block unwanted callers)

Equipment

Business Hard Phone/Setup - \$250

The Business Hard Phone is a feature rich phone designed for business professionals. This device includes an LCD display, CallerID, 4/6 line appearances, message waiting indicator, 7/18 programmable buttons, call xfer button, mute button, speakerphone, hold, 100mbps Ethernet port for PC, integrated QOS, firewall, headset jack, POE support, etc.

Grandstream GXP-2010 or Grandstream GXP-2020

The Business Hard Phone includes custom configuration to seamlessly integrate with your phone system. We will program all buttons and special features according to your instructions. We will also provide printed button labels for programmable buttons.

- The Business Hard Phone requires an **Extension/Standard** to operate.

Business QOS/Setup - \$500

We will provide and install a business-grade QoS device on your Internet connection. The device will be configured to prioritize voice traffic, specifically with our system. The QoS device is not a NAT device or router, but installs seamlessly into your existing network as a bridge. This device and installation is **strongly** recommended for use of our services in a business environment.

- For an additional fee, we can customize the configuration to prioritize other Internet traffic according to you specifications.

ATA/Setup - \$99

An ATA allows you to connect standard analog telephones to our service. We will provide an ATA device for self installation. The device will ship preconfigured for your service, according to your specific instructions. This device has 2 analog phone jacks supporting 2 different extensions. This device can act as a basic NAT router, providing QoS for your Internet connection.

- Each line on the ATA requires an Extension/Standard.

Inbound Phone Number Port - \$20/ported number (discounts applied to large number ports, 5+)
Soft/Hard Phone or ATA Reconfiguration - \$25 * onsite fees may apply if there is not remote access.

Backup and Disaster Recovery Options

We have several backup and redundancy options depending on the customer's chosen configuration.

PBX Automated Backup

All of our installed PBX servers have automatic backup routines that run nightly, or on a custom schedule. They perform complete software/configuration backups, and store them into portable files by date. These files are saved locally on the server, and can be configured to export automatically to remote server destinations. Our backup systems support both Secure Shell (SSH) and File Transfer (FTP) Protocols.

Automated Backup is a native feature of our PBX server solution at no additional charge.

AXECOM Remote Backup Service

We can optionally configure your phone server to send the nightly backups directly to our servers as part of our nightly backup schedule. This service allows us to immediately react to hardware problems you may encounter, and quickly offer you a number of recovery solutions to get you back up and running. With immediate access to your most recent backup in the event your primary system fails, we can ship you a replacement PBX with your most recent configuration already applied, or restore your configuration to one of our systems for immediate use.

Remote Backup Service: \$50/month per server.

AXECOM Hot-Backup Service

In addition to our remote backup service, we can also maintain a "hosted PBX" server on standby for emergency use. Your nightly backups will be mirrored into a dedicated server in our data center, and will be maintained for immediate use in the event your local server fails. Each phone will maintain a "backup registration" to this server, and may not notice an interruption in service if the primary server fails. Outbound calls will continue to function as usual, and *inbound calls can be routed to the backup switch in seconds*.

Hot-Backup Service: \$100/month per server.

*Applies to AXECOM dial tone services only!

Long Distance

US – 48 state unlimited calling included in \$40 phone line plans.

Policies

Caller ID Forging – We don't offer it, sorry.

Backups – We maintain nightly backups of all phone system configuration information.

Extension Numbers – All Extension are 4 digits and cannot overlap with other customers. Intra-customer extension dialing is only allowed upon mutual request from both customers.

Telemarketing – Use of our Call Paths for Telemarketing purposes is subject to a separate Telemarketing Usage Agreement. Notably, telemarketers must respect the National Do Not Call List, the Telemarketer Tone, and must stop calling parties that request not to be solicited.

Privacy – we'll respect it 100%, we don't sell your name, number, or any other info. We will only give up the goods upon a court order or a verified request from a law enforcement agency.

Abuse – No harassing, abusive, etc. calls. No demon-dialing.

Contract Fine Print

You'll pay us, net-15 terms

E-911 is optional; we're not responsible for bad addresses

No telemarketing, Harassing, or abusive phone calls

Month to month, no long term commitments

FAQ

If I know how to setup my own system, do I need to purchase Soft Phone/Headset/Setup?

NO. *This is known as Bring your Own Device (BYOD). We will charge a \$25 setup fee per Extension Standard.*

Can I use AXECOM's services with my existing phone system?

YES. *We work very well with existing traditional telephone systems.*

Will my ATA work on any Internet connection?

YES. *As long as you have administrative access to change the proxy and endpoint registrations for your device it should work fine. And we are even NAT friendly.*

Does the service require an Internet connection?

YES, broadband access is required.

What kind of bandwidth does it take?

Typically any cable modem, DSL, or T-1 type access will be sufficient. Please note that the more ip phone devices that you have connected, the more bandwidth will be required.

Why would we choose your service instead of other VoIP providers?

AXECOM is committed to serving the business community. Unlike other VoIP providers, AXECOM integrates multiple endpoints allowing full collaboration for the entire business. Your business may have 10 phones which operate across 5 physically separate locations: Our solution is to bring them together as if all 10 phones were functioning as 1 complete unit under the same roof. Our pricing structure also reflects our integrated approach to the business user. A Fully functional phone extension can be as low as \$10. *We do not up-charge the business users. And we speak English!*

Why do you recommend QoS?

Quality of Service (QOS) is, in most cases, a “must have” when operating VoIP. Most businesses today have broadband internet connections but are limited in total bandwidth by the service package in which they subscribe. When choosing an adequate package for VoIP, one must pay close attention to the upload speed being offered by the provider. Let's assume that you will have 5 VoIP phones in your office and are subscribing to a cable modem service which allows 2Mbps/512Kbps in download/upload speeds respectively. Each phone will use 80Kbps in bandwidth, so the total bandwidth requirement for 5 phones will be 400Kbps. The upload speed in this example is 512Kbps and is sufficient for 5 concurrent phone calls, however, if you are browsing the internet and downloading email at the same time you are conducting business on the phone, you may notice some degradation in your phone quality. In short, QOS separates your voice traffic (phone calls) from your data traffic (email, web browsing, etc) and gives priority to the voice. Because of bandwidth limitations on our internet lines, QOS devices will improve your phone call quality as well as decrease your monthly spend on internet bandwidth.

Do I have to buy phones and headsets from you?

NO. *This is known as Bring your Own Device (BYOD).*

Can I fax over this service?

NO. *We do not offer faxing services at this time.*



Features

Call features

Automated Attendant
Blacklists
Blind Transfer
Call Detail Records
Call Forward on Busy
Call Forward on No Answer
Call Forward Variable
Call Monitoring
Call Parking
Call Pickup
Call Queuing
Call Recording
Call Retrieval
Call Routing (DID & ANI)
Call Transfer
Call Waiting
Caller ID
Caller ID Blocking
Caller ID on Call Waiting
Calling Cards
Conference Bridging
Database Store / Retrieve
Database Integration
Dial by Name
Direct Inward System Access
Distinctive Ring
Do Not Disturb
E911
Flexible Extension Logic
Interactive Directory Listing
Interactive Voice Response (IVR)
Local and Remote Call Agents
Music On Hold
Music On Transfer:
- Flexible Mp3-based System
- Random or Linear Play
Paging
Privacy
Protocol Conversion
Remote Call Pickup
Remote Office Support
Roaming Extensions
Route by Caller ID
Streaming Media Access
Supervised Transfer
Text-to-Speech (via Festival)
Three-way Calling
Time and Date
Transcoding
Trunking
VoIP Gateways
Voicemail:
- Visual Indicator for Message Waiting
- Stutter Dialtone for Message Waiting
- Voicemail to email
- Voicemail Groups
- Web Voicemail Interface

Computer-Telephony Integration

API: Open Source Interface
Click to Dial Applications
Outbound Call Spooling
Predictive Dialer
TCP/IP Management Interface

Scalability

TDMoE (Time Division Multiplex over Ethernet)
Uses commodity Ethernet hardware
Voice-over IP
Allows for integration of physically separate installations
Uses commonly deployed data connections
Allows a unified dialplan across multiple offices

Codecs

ADPCM
G.711 (A-Law & μ -Law)
G.722
G.723.1 (pass through)
G.726
G.729
GSM
iLBC
Linear
LPC-10
Speex

Protocols

IAX™ (Inter-Asterisk Exchange)
H.323
SIP (Session Initiation Protocol)
MGCP (Media Gateway Control Protocol)
SCCP (Cisco® Skinny®)

Traditional Telephony Interoperability

E&M
E&M Wink
Feature Group D
FXS
FXO
GR-303
Loopstart
Groundstart
Kewlstart
MF and DTMF support
Robbed-bit Signaling (RBS) Types

PRI Protocols

4ESS
BRI (ISDN4Linux)
DMS100
EuroISDN
Lucent 5E
National ISDN2
NFAS

